

Hendry County Sheriff's Office Telecommunications Center

Chapter 100 - Administration and Management



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Policy # TEL 110.01

Subject: Telecommunications and Public Safety

I. PURPOSE: The Telecommunications Center is a multi-agency communications center.

II. SCOPE: This order shall apply to all telecommunications members.

III. POLICY: It is the policy of the Telecommunications Center to better serve the citizens of Hendry County by processing emergency calls in an efficient manner, (e.g. eliminate the need to transfer 911 callers to other agencies, eliminate redundant questioning), and better serve the law enforcement/fire/rescue agency field units served by the center with a coordinated communications strategy, (e.g., coordination of multi-agency response to incidents and dissemination of information among emergency service agencies).

IV. PROCEDURE:

A. Operations.

Operations of the Telecommunications center will be guided by three documents; Hendry County Sheriff's Office general orders, the standard operating procedures for the Telecommunications Center, and the call handling and procedure guide.

The call handling and procedures guide shall be prepared and maintained by the sheriff and shall describe operating procedures under which the Telecommunications Center shall process calls. The procedures established in the guide(s) shall not conflict with any applicable laws, certifications, accreditation standards, or industry standards. The initial guide shall be reviewed and any revisions recommended to the sheriff or his/her designee. The sheriff reserves the right of final authority on the methodology, (i.e. tactical dispatch), used to dispatch calls for service.

B. Governance of the Telecommunications Center

The sheriff will have full and final control and authority on all decisions related to personnel, operations, accreditation, or certification issues concerning the center. Any personnel, operations, accreditation or certification issues shall be directed to the sheriff or his/her designee in writing.

C. Organization

The Division Commander (captain) is responsible for the overall operation of the Telecommunications Center. He/She shall liaise closely with the Hendry County Telecommunications Supervisor with regard to operational needs. Whenever deemed necessary, the division commander shall appoint a staff member to act in his/her capacity or absence, who shall be responsible for command of the 911 center and remain available at all times.

The telecommunications supervisor shall assist the division commander in the management of the center. All members within the Telecommunications Center shall report directly to the telecommunications supervisor.

The telecommunications supervisor is charged with maintaining an organizational chart that accurately reflects the HCSO's organizational structure. The Telecommunications Center and will maintain a similar chart relating to the organizational structure of the center itself. Management shall use the chart in regular reviews of the personnel structure of the organization and update as needed.

D. Command Structure

The emergency operations bureau shall be composed of various levels of personnel. These levels are as follows:

1. Captain – This is a sworn position that serves as the commander of the Telecommunications Center.
2. Telecommunications Supervisor- This is a civilian position that reports directly to the commander. This supervisory position is the first line supervisor that directly supervises non-supervisory personnel
3. Telecommunicators are all non-supervisory positions that report directly to the telecommunications supervisor.

E. Agencies Served

The following law enforcement/fire/rescue agencies are served by the emergency operations bureau's public safety communication section (call taking, dispatching and teletype):

1. Hendry County Sheriff's Office
2. Labelle Fire Department
3. Montura Fire Department
4. Felda Fire Department
5. Pioneer Fire Department
6. Hendry County Emergency Medical Services

F. Mission Statement

Our Missions is to provide the highest level of service for the public in their time of need, serving as the critical communications link between the citizen and public safety personnel.

We are committed to answering all 9-1-1 and non-emergency calls with professionalism, integrity and compassion while efficiently dispatching appropriate resources in a timely manner.

In carrying out our mission, we recognize that service is our one and only product and we share a common, ongoing goal to provide it at the most superior level possible, working in the spirit of cooperation and teamwork with our public safety associates both within and outside of Hendry County Emergency Services.

G. Goals

1. Provide the most effective emergency communications possible for the citizens of and visitors to Hendry County.
2. Provide all public safety agencies with professional communications service with an emphasis on safety, accuracy and cooperation.
3. Provide good jobs to competent people.
4. Provide continuous effective and relevant training to all personnel.
5. Maintain the highest professional standards.
6. Assist other county and outside agencies, whenever possible.
7. Be innovative.

H. Code of Ethics

The Telecommunications Center has adopted, and all personnel shall abide by, the Association of Public Safety Communications Officials, Inc. (APCO) Code of Ethics. All telecommunications personnel shall read, sign and abide by this Code of Ethics. A signed copy shall be maintained in each employee's training file.

Your electronic signature in Power DMS acknowledges you have read this policy and understand it.